



R I C B

Request Proposal for Supply of

“Video Conference Equipment at RICB”

TRN: RICB/CO/ GAD-STORE (01)/2024/8424..... dated 17/06/2024

Last date/time for submission of tender : July 04 2024, 11.30 AM

Date and time for the opening of tender : July 04, 2024, 2.30 PM

Disclaimer: The information provided in response to this Request for Proposal (RFP) will become the property of the RICB and will not be returned. The RICB reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The RICB also reserves the right to accept or reject any or all the responses to this RFP without assigning any reasons whatsoever

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Section 1 – BID Schedule and Address

Sl.No	Description	Detailed Information
1	Name of Project	Supply of Video Conference Equipment
2	Tender Reference Number	RICB/CO/ GAD-STORE (01)/2024
3	Date of release of Bidding Document	17 th of June 2024
4	Last date and time of receiving vendor Pre-bid clarifications in writing	2 nd of June 2024
6	Address Bid submission	The Chairperson Tender Committee, Royal insurance Corporation of Bhutan Limited, P.O. Box-315, Norzin Lam, Thimphu: Bhutan
7	Last date and time for Bid Submission	4 th July 2024 on or before 11.30 AM.
8	Date and Time of Opening the Bid	4 th of July 2024 at 2.30 PM.
9	Place for the Bid Opening.	In the Boardroom, RICB.
10	Name and Address for communication	Ugyen Dorji (Ugyen_dorji@ricb.bt)
11	Bid Related Queries	Sonam Wangchuk (sonam_wangchuk1@ricb.bt)
12	Bid Cost	BTN.1,000.00
13	Bid Security	BTN.15,500.

Note:

1. *Bids will be opened in the presence of the Bidders' representatives who choose to attend.*
2. *Date and Time & address for Commercial Bid Opening will be intimated later to the eligible Bidders.*

Bid Cost: DD shall be made in favor of "Royal Insurance Corporation of Bhutan Limited" of amount BTN 1000.00 (Non-Refundable) payable at Thimphu, Bhutan.

1. Introduction

RICB is seeking proposals from qualified Bhutanese vendors for the Supply of video conference equipment. This is to enhance communication and collaboration within the organization and its stakeholders by enabling real-time interaction regardless of its location, fostering clearer and more effective communication. The selected vendor will be responsible for providing high-quality video conferencing solutions that meet our specific requirements and objectives as our specs provided.

2. Scope of work

The vendor/firm shall carry out the following, but is not limited to

1. Conduct a thorough assessment of RICB's requirements for video conferencing to determine the scope of the project.
2. Supply video conferencing equipment that meets RICB's technical specifications, and future scalability needs as per the specifications outlined in Annexure D (RICB Specifications).

3. Deliverables:

The deliverables must be delivered within the timeline and the following are the required deliverables:

1. The selected bidder shall supply all necessary video conferencing equipment as per the specs attached herewith at RICB, Corporate office Thimphu.
2. The vendor shall supply the video conference equipment as per the specifications outlined in Annexure D (RICB Specifications).

4. Pre-requisite

The Bidder should possess the requisite experience, resources, and capabilities in providing the services necessary to meet the requirements, as per the specified specification. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully supply and support services sought by RICB for the entire period of the contract. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.

5. Time frame for delivery of equipment

The vendor shall prioritize and expedite the delivery of video conference equipment within 30 days without fail at RICB, Thimphu. Failing to deliver shall result in penalty charge of 0.1% of the contract value per day.

Section 2 – Instruction to Bidders

2. The Bidding Document

2.1. RFP

- a) RFP shall mean Request for Proposal.

RICB Confidential



- b) Bid, Tender and RFP are interchangeably used to mean the same.
- c) The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid without any further reference to the Bidder.
- d) RICB reserves the right to take any decision with regard to RFP process for addressing any situation which is not explicitly covered in the RFP document.
- e) The Bidder must disclose any actual or potential conflict of interest with RICB.

2.2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and RICB shall, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP document is non-transferable, and the cost of the RFP document is non-refundable.

2.3. Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify RICB in writing at RICB's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Any modification to the Bidding Documents which may become necessary as a result of such queries shall be made by RICB by issuing an Addendum, which will be hosted on RICB's website.

2.4. Amendment of Bidding Documents

RICB reserves the right to amend Bidding Documents before bid submission, either at its own discretion or in response to bidder inquiries. Amendments, provided as Addenda/corrigenda on RICB's website, are binding on bidders, with the assumption that bidders have considered them in their bids. RICB may extend bid submission deadlines to allow bidders time to consider amendments, with the new deadline posted on its website. The Addenda to the tender are considered integral to the Request for Proposal (RFP) from their issue date

2.5. Due Diligence

Bidders must carefully review and understand the RFP document. The bid must be accurate, comprehensive, and follow the specified format. Failure to provide all required information or meet the RFP criteria may lead to rejection. Once the successful bidder is declared, rejected bids cannot be contested.



B. Preparation of Bid

2.6. Bid Price

Prices quoted in the Bid should include all costs including all applicable taxes, duties levies, fees etc. whatsoever.

2.7. Earnest Money Deposit (EMD) / Bid Security

The Bidder shall submit **original Earnest Money Deposit in envelope marked as 'COPY'** of BTN.15,500 (Ngultrum. Fifteen thousand five hundred only) in the form of a Demand Draft / Pay order from a scheduled bank in Bhutan other than RICB in favor of "Royal Insurance Corporation of Bhutan Limited" payable at Thimphu, or by way of a Bank Guarantee valid for 60 days issued by a scheduled bank. **If original EMD is not attached inside the envelope marked as copy, the bid shall be invalid.**

EMD is non-interest bearing and no interest will be paid on the EMD.

2.8. Return of EMD

- a) EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
- b) The EMD of successful Bidder shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

2.9. Forfeiture of EMD

The EMD made by the Bidder will be forfeited if:

- a) The Bidder withdraws his Bid before opening of the bids.
- b) The Bidder withdraws his Bid after opening of the bids but before Notification of Award.
- c) The selected Bidder withdraws his/her bid / proposal before furnishing Performance Guarantee.
- d) The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.
- f) Failure to submit the Performance Bank Guarantee within the stipulated period makes the EMD liable for forfeiture. In such an instance, RICB at its discretion may cancel the Order placed with the selected bidder without giving any notice.



2.10. Period of Validity of Bids

Bids shall remain valid for a period of 60 days after the date of Bid opening or as may be extended from time to time. RICB holds the right to reject a bid valid for a period shorter than 60 days as non-responsive, without any correspondence.

2.11. Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, RICB may request the Bidder's consent to an extension of the validity period. The request and response shall be made in writing. The extension of validity period by the Bidder should be unconditional and irrevocable. The EMD / Bank Guarantee provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

2.12. Signing of Bid

The bid must be sealed and signed by authorized personnel. Any corrections must also be signed or initialed. Authorization can be demonstrated through a Power of Attorney or a certified Board Resolution accompanying the bid(annexure-B).

2.13. Envelope Bidding process

The bid should be prepared in two different envelopes: one original and one copy. Each envelope should be clearly marked as "**ORIGINAL**" and "**COPY**". Both envelopes should then be sealed and placed into an outer envelope marked as "**Request for Proposal (RFP) for Supply of Video Conference Equipment**".

The inner and outer envelopes shall

- i. Outer enveloped shall be addressed to RICB at the address mentioned in section 1-Bid schedule and Address.
- ii. The inner envelopes shall indicate the name and address of the Bidder.

2.14. Contents of the Envelope

The following documents should be duly placed in respective envelope.

- a) Cost of Bid document (Nu.1,000.00).
- b) The Original the EMD should be enclosed with the envelope marked "**Copy**".
- c) Bidder Information – **Annexure A**
- d) Power of Attorney or Board Resolution for Signing of Bid – **Annexure B**
- e) Declaration Regarding Clean Track by Bidder – **Annexure C**
- f) A valid Trade License/Registration certificate of company under any Companies Act or any relevant agency
- g) The bidder should provide satisfactory performance certificates from the customers where the bidder has provided same/similar services.
- h) A valid Tax Clearance Certificate
- i) Confirmation of Capacity to Deliver Video Conference Equipment-**annexure D**



- j) Technical Specification of the Goods to be supplied (RICB specification) along with quoted price- **annexure E**
- k) RPF signed and sealed on every page

2.15. Bid Currency

All prices shall be expressed in Bhutanese Ngultrum (Bhutanese Firms) and Indian Rupees (for external Firms).

2.16. Bid Language

All the correspondences and bid submission should be in English Language.

2.17. Rejection of Bid

The Bid is liable to be rejected if:

- a) The document doesn't bear signature of authorized person.
- b) It is received through Telegram/Fax/e-mail.
- c) It is received after expiry of the due date and time stipulated for Bid submission.
- d) Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFP.
- e) If the original EMD bid is not attached in the copy envelope.

No Bid shall be rejected at bid opening, except for late bids and without EMD.

2.18. Deadline for Submission

The last date of submission of bids is given in Section 1, unless amended by RICB through public announcement or through its website.

2.19. Extension of Deadline for submission of Bid

RICB reserves the right to extend the bid submission deadline by amending the Bidding Documents, which will be communicated through the RICB website. In such cases, all rights and obligations of RICB and bidders will be governed by the extended deadline.

2.20. Late Bid

RICB will not accept bids that arrive after the scheduled time under any circumstances. RICB is not liable for any delays caused by postal services or other means.

2.21. Modifications and Withdrawal of Bids

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No Bid will be modified after the deadline for submission of bids.

2.22. Right to Reject, Accept/Cancel the bid

RICB retains the authority to accept or decline any or all offers, either wholly or partially, without providing any specific reasons. RICB is not obligated to accept the lowest or any tender and holds the right to reject any bid or terminate the tender process at any stage without explanation. Additionally, RICB may reissue the tender without consultants having the option to object.

2.23. Bid Evaluation Process

Bid will be evaluated by the evaluators where quoted amount of the bidders will be compared. The lowest bidder shall be recommended for the award but not necessarily be the lowest. The RICB may in its absolute discretion engage in discussion or negotiation with H1 bidder. The decision of the RICB shall be final and binding on all the Bidders to this document. The RICB reserves the right to accept or reject an offer without assigning any reason whatsoever.

Section 3 – Bid Opening

3.1. Opening of Envelope

RICB will open the envelop **"COPY"** in the presence of bidders' representatives who choose to attend at the specified time or as revised by RICB. If representatives are absent, bids will still be opened at the scheduled time at RICB's discretion. Attendance of present representatives will be recorded. If the bid opening date is a holiday for RICB, bids will be opened on the next working day at the designated time and location.

Section 4 – Bid Evaluation

4.1. Preliminary Examination of Bids

The evaluator will assess whether all the necessary documents are submitted by the bidder. RICB may overlook minor irregularities in the bid that do not significantly deviate, as long as it doesn't affect the ranking of bidders.

If a Bid is not substantially responsive, it will be rejected by RICB and may not subsequently be made responsive by the Bidder by correction of the nonconformity. RICB's determination of bid responsiveness will be based on the content of the bid itself.

7.2.2 Arithmetic errors in the Bids submitted shall be treated as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
- b) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the RICB, there is obviously a gross error such as a misplacement of a decimal point, in which case the line-item total will govern.
- c) Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the Commercial Bid, the amount obtained on totaling the line items in the Commercial Bid will govern.

Section 5 – Terms and Conditions

5.1. Notification of Award or Purchase Order

Once the L1 Bidder is selected and internal approvals are obtained before the Bid validity period expires, RICB will issue a Notification of Award or Purchase Order. Upon acceptance of the Purchase Order and signing of the contract and NDA by the successful Bidder, RICB will promptly notify each unsuccessful Bidder and return any remaining EMDs.

5.2. Performance Bank Guarantee

Performance Bank Guarantee, amounting to 10% of the quoted amount, is required for the period of 12 months or until warranty period. The Successful Bidder must provide it within 15 days of receiving the Notification of Award, before signing the contract. Upon receiving the Performance Bank Guarantee, RICB will release the EMD of the Successful Bidder. The Performance Security deposit may be forfeited if contract terms are violated or supply is unsatisfactory.

5.3. Taxes and Duties

Applicable taxes will be deducted from payments at prevailing rates during release.

5.4. TimeLine and Schedule:

The RICB will do all that is feasible within foreseeable limits to ensure strict adherence to this timeline. The firm/vendor shall supply within a period of (30) days and failing to will result penalty charges of 0.1% of the contract value daily.

5.5. Payment Terms

No advance payment will be made and full amount will be paid after successful implementation and acceptance by the MC. In case, if the delivered items are defect/not as per the specs, the vendor shall bear all the cost incurred during such process.



5.6. Price

The price remains fixed throughout the contract period with no possibility of increase or escalation requests.

5.7. Extension of Purchase Order & Repeat order.

RICB holds the authority to extend the contract and may place repeat orders for any services outlined in the RFP.

5.8. Intellectual Property Rights:

RICB retains exclusive ownership of all trade names, trademarks, copyrights, and other intellectual property rights. The bidder cannot use them without RICB's written consent. Any discoveries or inventions made during the contract do not grant proprietary rights to the bidder. This clause remains valid indefinitely, even after the RFP termination

5.9. No Damage to RICB Property

Bidder shall ensure that there is no loss or damage to the property of RICB while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/nonperformance of duty by any personnel of the Bidder, the amount of loss/damage so fixed by RICB shall be recovered from the Bidder.

5.10. Warranty proposal for the equipment

The bidder shall provide warranty details of each items specified in the specs in **annexure D**

5.11. Indemnity

The Bidder shall indemnify, protect and save RICB and hold RICB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:

- a) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,
- b) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- c) bonafide use of the deliverables and or services provided by the Bidder,
- d) misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,

- e) claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Agreement,
- f) breach of confidentiality obligations of the Bidder,
- g) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor, or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.

The bidder must indemnify RICB against any loss or damage resulting from data loss, intellectual property loss, third-party claims related to equipment or software malfunction, provided RICB is promptly notified in writing. The bidder retains sole control over defense and settlement negotiations. The bidder is accountable for any loss of data or life resulting from actions of their representatives, not just due to gross negligence or misconduct, as these liabilities carry substantial risk. The bidder must indemnify RICB (including its employees, directors, or representatives) against claims, losses, and liabilities arising from:

- a) Non-compliance of the Bidder with Laws / Governmental Requirements.
- b) Intellectual Property infringement or misappropriation.
- c) Negligence and misconduct of the Bidder, its employees, sub-contractor, and agents.
- d) Breach of any terms of Agreement, Representation or Warranty.
- e) Act of omission or commission in performance of service.
- f) Loss of data.

Indemnity is limited to court-awarded damages, excluding indirect, consequential, and incidental damages. However, it covers damages, losses, or liabilities arising from claims made by RICB's customers or regulatory authorities. The bidder is obligated to indemnify, protect, and save RICB against all claims, losses, costs, damages, expenses, actions, suits, and other proceedings resulting from misappropriation of third-party trade secrets or infringement of patents, trademarks, copyrights, etc. RICB must notify the bidder in writing upon becoming aware of the claim

5.12. Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential, and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by RICB arising out of claims made by its customers and/or regulatory authorities.

5.13. Liquidated Damages

In case if the deliveries are not completed within the mentioned benchmarked period or any extended period (in writing) by RICB then the penalty would be imposed at the rate of 0.1% of the total cost for every day of delay.

The total amount of liquidated damages under this engagement shall not exceed 10% of the total value of the contract/PO.

5.14. Fraudulent and Corrupt Practice

- a) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidders (prior to or after bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the RICB of the benefits of free and open competition.
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressuring to influence the action of a public official in the process of project execution.
- c) RICB will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for or in executing the project.

5.15. Force Majeure

Neither the successful bidder nor RICB will be penalized or have the contract terminated for default if delays or failures in performance result from a Force Majeure event. Force Majeure refers to events beyond the bidder's control, not due to RICB or the bidder's fault or negligence, and unforeseeable, such as wars, revolutions, epidemics, or natural disasters

In the event of Force Majeure, the bidder must promptly inform RICB in writing, explaining the condition and its cause. Unless instructed otherwise by RICB in writing, the bidder must continue fulfilling its contractual obligations to the best of its ability.

5.16. Work Order cancellation

RICB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to RICB alone.

- a. Serious discrepancy observed during performance as per the scope of project.
- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder/Bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of work order cancellation, any payments made by RICB to the Bidder would necessarily have to be returned to RICB with interest @15% per annum from the date of each such payment. Further the Bidder would also be required to



compensate RICB for any direct loss incurred by RICB due to the cancellation of the contract and any additional expenditure to be incurred by RICB to appoint any other Bidder. This is after repaying the original amount paid.

5.17. Termination of Contract

- a. **For Convenience:** RICB by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving 10 days prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective.
- b. **For Insolvency:** RICB may at any time terminate the contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RICB.
- c. **For Non-Performance:** RICB reserves its right to terminate the contract in the event of the Bidder's repeated failures (say more than 3 occasions in a contract term to maintain the service level prescribed by RICB).

5.18. Resolution of Disputes

All disputes or differences between RICB and the Bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance ADR Act of Bhutan 2013 or as may be amended from time to time.

The Royal Court of Justice, Thimphu, Bhutan shall have an exclusive jurisdiction to hear, adjudicate and decide the matter in the event the dispute cannot be resolved through arbitration or the parties are not satisfied with the arbitral award.

5.19. Governing Law

This Agreement, and any non-contractual obligations arising out of this Agreement, shall be governed by, and construed in accordance with the laws of the Kingdom of Bhutan.



1. Annexure A - Bidder's Information

Details of the Bidder	
Name of the Bidder (Prime)	
Address of the Bidder	
Status of the Company (Public Ltd/ Pvt. Ltd)	
Details of Incorporation of the Company.	Date:
	Ref#
Permanent Account Number (PAN) /Taxpayer Number (TPN)	
Name & Designation of the contact person to whom all references shall be made regarding this tender	
Contact number	
E-Mail of the contact person:	

Signature: _____

Name: _____

Designation: _____

Date: _____, Place: _____



2. Annexure B – Power of Attorney

(On Stamp paper of relevant value or with legal stamp)

We _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “_____” in response to the RFP No. _____ by RICB, including signing and submission of all the documents and providing information/responses to RICB in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2024.

For _____.

(Signature of the principal)
(Name)
Designation
Address

Accepted
(Signature of the attorney)
Name
Designation
Date:
Business Address:



3. Annexure C - Declaration regarding Clean Track: by Bidder

To

The Chief Executive Officer
Royal Insurance Corporation of Bhutan limited,
P.O Box 315,
Norzin Lam

Sir,

**Re: RFP No. RICB.....dated.....for
"Request for Proposal (RFP) for Supply of Video Conference Equipment at RICB"**

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/blacklisted by any Government / Semi Government organizations/ Institutions in Bhutan or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

Sl.No.	Country in which the company is debarred /blacklisted /case is pending	Blacklisted/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)

Name :

Designation:

Seal



Annexure-D

(In your Company Letterhead)

Date:

To

The Tender Committee

Royal Insurance Corporation of Bhutan Limited

Thimphu, Bhutan

Subject: Confirmation of Capacity to Deliver Video Conference Equipment

Dear Sir,

We are pleased to confirm that our firm.....has the capacity to deliver the video conference equipment as outlined in the specifications provided by the Royal Insurance Corporation of Bhutan (RICB) in annexure E. Our team has thoroughly reviewed the requirements and specifications, and we are confident in our ability to meet the standards and deliver the equipment within the specified time frame.

We confirm that the equipment will be delivered within [specific number] weeks from the date of contract signing. Our team is committed to adhering to this schedule to ensure timely delivery of the equipment. We also offer a comprehensive warranty and after-sales support to address any issues that may arise.

We appreciate the opportunity to work with the Royal Insurance Corporation of Bhutan and are committed to providing the best possible service and equipment.

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Phone Number]



Contract Agreement

for the Supply of Video Conference Equipment

This Agreement for Supply of Video Conference Equipment at RICB is made and entered into on [effective date], by and between:

The Royal Insurance Corporation of Bhutan Limited, a company incorporated under the Companies Act of the Kingdom of Bhutan, having its registered office at Norzin Lam, Post Box No. 315, Thimphu (**"the Client"**), represented by

AND: M/s.....(**"the Vendor"**), represented by.....(Authorized Representative).....(Designation) having its office.....

NOW THEREFORE, the **Parties** agree as follows:

Entire Agreement

This Agreement, together with following documents, shall constitute the entire agreement and shall supersede all previous communications or agreements, either oral or written, between the parties with respect to the subject matter hereof. A duly authorized representative of both the Parties must agree to any modification to any provision of this Agreement in writing. The documents include:

- a) Notification of Award;
- b) The bid response form;
- c) Request for Proposal (RFP);
- d) Any other mutually agreed terms and conditions in respect of the contract work.

Whereas, the client would like to purchase video conference equipment in accordance with the specifications.

And Whereas, the Supplier agrees to supply the required equipment as per specification, the terms and conditions set forth herein;

Now, Therefore, in consideration of the mutual covenants and promises herein contained, the parties here to agree as follows:

1. Scope of Supply

1.1 The Supplier agrees to supply the video conference equipment as per the specifications outlined in Annexure D (RICB Specifications).

2. Price and Payment Terms

2.1 The total purchase price for the equipment shall be [.....], inclusive of all taxes, duties, and shipping costs.

2.2 Payment shall be made only upon successful delivery of the equipment and upon verification of the items.

3. Delivery

3.1 The Supplier shall deliver the equipment to the RICB, Thimphu.

3.2 The Supplier is responsible for the successful delivery of the equipment at the Buyer's premises.

3.3 The Buyer shall provide access to the premises and necessary facilities for the delivery.

4. Inspection and Acceptance

4.1 The client shall inspect/verify the equipment upon delivery.

4.2 Any defects or non-conformities found shall be reported to the Supplier.

4.3 The Supplier shall rectify any defects or non-conformities immediately upon notification and expenses shall be borne by the vendor during the process.

5. Warranty

5.1 The Supplier warrants that the equipment shall be free from defects in material and workmanship for a period of [Warranty Period] from the date of installation.

5.2 During the warranty period, the Supplier shall, at its own expense, repair or replace any defective equipment.

6. Confidentiality

6.1 Both parties agree to keep confidential any information obtained in the course of this Agreement and not to disclose it to any third party without prior written consent.

7. Termination

7.1 This Agreement may be terminated by either party upon written notice if the other party breaches any material term of this Agreement and fails to remedy the breach within [Number] days of receiving notice of the breach.

7.2 Upon termination, the Supplier shall refund any payments made by the Buyer for undelivered equipment.

8. Governing Law

8.1 This Agreement shall be governed by and construed in accordance with the laws of Kingdom of Bhutan.



9. Dispute Resolution

9.1 Any disputes arising out of or in connection with this Agreement shall be resolved through mutual consultation.

9.2 If the dispute cannot be resolved amicably, it shall be referred to arbitration in accordance with the rules of ADR Act of Bhutan, 2013 or as may be amended from time to time.

10. Miscellaneous

10.1 This Agreement constitutes the entire agreement between the parties and supersedes all prior agreements and understandings.

10.2 Any amendments to this Agreement must be in writing and signed by both parties.

11. Liquidity damage

11.1 The items should be delivered within 30 days and failing to complete will result in a penalty charge not less than 0.1% for every day delay of contract value. The total amount of liquidated damages under this engagement shall not exceed 10% of the total value of the contract/PO.

In Witness Whereof, the parties hereto have executed this Agreement as of the day and year first above written.

ON BEHALF OF THE CLIENT

ON BEHALF OF THE CONSULTANT

Authorized Signature

Authorized Signature

Name:.....

Name:.....

Client's Witness

Consultant's Witness

Signature.....

Signature.....

Name.....

Name.....

Address.....

Address.....

Contact No.....

Contact No.....



Annexure -E. Specification

Sl #	Item Description	Qty
1	Logitech Rally Plus with 2 White Mic Pods Part #: 960-001398	1 Set
2	Logitech RoomMate + Tap IP + Compute Mount Part # 991-000397	1 Set
3	Additional Rally Mic Pod (white color) Part number #952-000038	5 Nos
4	Accessory: RALLY MOUNTING KIT (Rally Mounting Kit with cable retainers and mounting brackets for Rally Camera, Rally Speakers (x2), Table Hub, and Display Hub)	1 Set
Total		

VIDEO CONFERENCING EQUIPMENT

Warranty: 2 years limited hardware warranty.

DIMENSIONS

Rally Camera

- Height: 7.19 in (182.5 mm)
- Width: 5.98 in (152 mm)
- Depth: 5.98 in (152 mm)

Rally Speaker

- Height: 4.06 in (103 mm)
- Width: 17.68 in (449 mm)
- Depth: 3.15 in (80 mm)

Rally Display Hub

- Height: 1.57 in (40 mm)
- Width: 8.11 in (206 mm)
- Depth: 7.0 in (179 mm)

Rally Table Hub

- Height: 1.57 in (40 mm)
- Width: 6.93 in (176 mm)



- Depth: 5.43 in (138 mm)

Rally Mic Pod

- Height: 0.83 in (21 mm)
- Width: 4.01 in (102 mm)
- Depth: 4.01 in (102 mm)

Tap IP

- Height: 2.21 in (56.1 mm)
- Width: 9.69 in (246.2 mm)
- Depth: 6.74 in (171.3 mm)
- Weight: 2.2 lbs (1.0 kg)

RoomMate

- Height: 1.36 in (34.5 mm)
- Width: 6.34 in (161 mm)
- Depth: 8.31 in (211 mm)

Compute Mount

- Height: 1.38 in (35 mm)
- Width: 6.46 in (164 mm)
- Depth: 13.78 in (350 mm)

Technical Specifications

Rally Camera

- Zoom: 15x HD zoom (5x optical + 3x digital)
- Pan: 180° (±90°)
- Tilt: 140° (+50° / -90°)
- Field of View
 - Diagonal: 90°
 - Horizontal: 82°
 - Vertical: 52°
- Total Room Coverage: 262° wide x 192° tall (field of view + pan and tilt)
- Resolutions @ 30fps: 4K Ultra HD, 1440p, 1080p, 900p, 720p, and SD
- Resolutions @ 60fps: 1080p, 720p
- RightLight Technologies: Wide Dynamic Range (WDR), low-light compensation, video noise reduction, low-light saturation optimization
- Privacy: Lens parks at -90° in sleep mode for assured privacy



Rally Mic Pod

- Pickup Range: 23 ft (7m) diameter
- Four omnidirectional microphones forming eight acoustic beams
- AEC: Acoustic Echo Cancellation
- VAD: Voice Activity Detector
- Background noise suppression
- Mute button with LED status indicator
- Captive 9.6 ft (2.95m) 12-pin cable
- Daisy chain up to 7 Rally Mic Pods
- Frequency Response: 90Hz – 16kHz
- Sensitivity: >-27 dB +/-1dB @ 1Pa
- Microphone data rate: 48 kHz

Rally Speaker

- High-performance 3" (76mm) driver with rare-earth magnet
- Patent-pending suspension system eliminates vibration-induced camera shake and audio interference
- Mini XLR cable connects to Rally Display Hub for both signal and power
- Speaker volume 95dB SPL @1W, 100dB SPL @7.5W, both +/-2dB at ½ meter
- Sensitivity: 95+/-2 dB SPL at ½ meter
- Distortion: 200Hz–300Hz <2.5%, 300Hz–10kHz < 1% @7.5W
- Sampling rate: 48 kHz

Rally Table Hub

- Single CAT6A cable connection to Rally Display Hub (16.4 ft / 5m cable included, supports customer-supplied cables up to 164 ft (50 m)
- Hub 5 m cable included, supports customer-supplied cables up to 50 m
- Active speaker detection: analyzes audio from up to 7 Mic Pods and 56 beams every 8 ms
- 12 Pin connector for Rally Mic Pod
- HDMI Type A passthrough to Display Hub (x2)
- USB Type C
- USB Type A (reserved for future capability)
- USB Type B (connects to meeting room computer)
- RJ45 (reserved for future capability)
- Power input

Rally Display Hub

- HDMI Type A: (x2) (connects to displays)
- USB C (connects to Rally Camera)
- USB Type B (connects to meeting room computer)
- RJ45: connects to Table Hub



- Mini XLR: x2
- Powers one or two Rally Speakers
- Power input

Remote Control

- RF remote control (line of sight not required)
- CR2032 batteries (included)

Cables / Power

- Camera to Display Hub
 - 6.5 ft (2m) USB 3.1 Type C to USB Type C 3.1
- Conference Room Computer to Display or Table Hub
 - 6.5 ft (2m) USB 3.1 Type A to USB Type B
- Display Hub to Table Hub
 - 16.4 ft (5 m) CAT6A Ethernet cable (supports customer-supplied cables up to 164 ft (50 m))
- Display Hub to Speaker (x2)
 - 9.6 ft (2.95 m) Mini XLR (supports customer-supplied extension cables up to 9.8 ft (3 m))
- Conference Room Computer to Displays (x2)
 - 6.5 ft (2m) HDMI A
- Mic Pod
 - 9.6 ft (2.95m): Hardwired with 12 pin connector
- Power Outlets to Power Supplies (x2): 4.9 ft (1 m)
 - 3.2 ft (1 m)
- Power Supplies to Table Hub / Display Hub (x2)
 - 4.9 ft (1.5 m)

Rightsense Technologies

- RightLight with Wide Dynamic Range (WDR)
- RightSight automatic camera control
- RightSound Mic Matrix
- RightSound Anti-Vibration Suspension

Compatibility and Integrations

- Plug-and-play USB connectivity
- Certified for Skype for Business and ready for
- Teams
- Certified for Google Hangouts Meet Hardware
- Zoom Certified
- Cisco Compatible

- Compatible with BlueJeans, BroadSoft®, Vidyo™, and other video conferencing, recording, and broadcasting applications that support USB cameras

Tap IP

- Touch Screen: 10.12 in (257 mm) diagonal screen with 14° display angle
- Resolution: 1280 x 800
- Cabling: Power over Ethernet (PoE) cable (not included), IEEE 802.3af Type 1, Class 3 device
- Cable Management: Internal cable retention and strain relief system
- Ethernet: 10/100 Mbps
- Wi-Fi: 802.11a/b/g/n/ac
- Device Management: Logitech Sync
- Color: Graphite
- Mounting: 3.94 x 3.94in (100 x 100 mm) VESA FDMI

RoomMate

- Operating System: Logitech CollabOS 1.4 or higher
- Device Management: Logitech Sync and supported device management platforms
- Certified Hardware: Logitech MeetUp, RallyCamera, Rally System, Rally Plus System, Tap, Tap IP
- Verified Hardware: Biamp TesiraFORTÉ X 400, QSCQ-SYS Core 8 Flex, Shure IntelliMix P300. For latest information on compatible products, contact your preferred partner
- Network Protocol Support: IPv4, IPv6
- Proxy Support: IP based Proxy, FQDN based Proxy, Proxy using PAC file
- Interfaces
 - HDMI Out: 2
 - HDMI In: 1
 - MAC: 3x Type A
- Network: 10/100/1G Ethernet
- WiFi: 802.11a/b/g/n/ac
- Operating Voltage/Power: 100-240V, 19V, 4.74A
- Full Disk Encryption: AES-128
- Data Encryption: Symmetric Keys, PKI
- Device Identity: Protected by device attestation
- Device Access: Authenticated using API
- Key Protection: Arm TrustZone, RPMP
- Device Security: Kensington Lock
- Color: White



Compute Mount

- Fits Logitech RoomMate and other compute devices with 100x100 or 75x75 VESA pattern

Financial quote of the Video Conference Equipment.

The vendor is required to thoroughly review and understand all the specifications and requirements outlined in the above. After conducting a comprehensive analysis of these specifications, the vendor should quote price inclusive of taxes for the above. The vendor's quote should be precise and transparent, ensuring that all aspects of the specifications are addressed and that the pricing is both competitive and fair.